#### Customer Survey Summary 2013 U.S. Bankruptcy Court - Western District of Washington

This spring a customer survey was posted on the court website seeking input from the public and the bar on service related topics. We take very seriously our commitment to providing exceptional customer service, and we appreciate the time that so many of you took to share your feedback. There were 372 responses to the survey, primarily from attorneys and support staff but also from debtors, petition preparers, and others. As a summary, I'd like to share that 90% of those responding indicated they were very satisfied or extremely satisfied with the customer service they receive from the Clerk's Office. And while we are pleased that the satisfaction level is high, we continue to analyze the answers to some of the more specific questions in order to determine where we might make additional improvements. A number of comments were provided as well, and some of the more representative comments are listed below. The complete survey results are attached. Again, on behalf of the Court and Clerk's Office, thank you for your feedback.

Sincerely, Mark Hatcher, Clerk of the Bankruptcy Court.

"The respect shown, especially for the younger attorneys, is appreciated."

"To a person, I have enjoyed the professionalism, cooperation, consideration and excellent service I've received each and every time I've contacted the ECF Helpdesk, the case managers and the Court staff in General."

"I've always had a pleasant experience when I call or email the Clerk's office. Keep up the excellent work."

"Customer Service provided by USBC Western is the best. Far superior to all other courts!"

"Top notch, I've never had an issue where I felt like I wasn't helped at all, and the patience with me when I am trying to docket something I've never done before and I call for a walk-through is greatly appreciated."

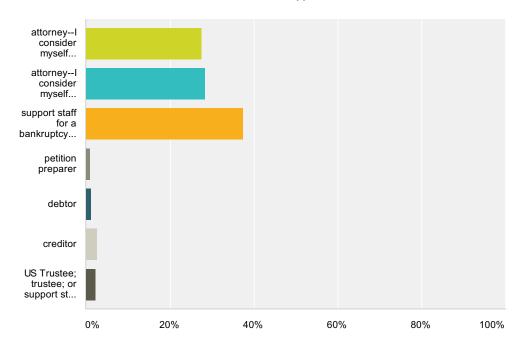
"I applaud the employees at the ECF Help Desk; they answer the phone very quickly and always take plenty of time with me to explain procedures. Also, the clerks I have dealt with (I have only had telephonic contact) were extremely helpful and generous with their time and patience. Thanks and kudos to all! "

"The Clerk's Office is absolutely one of the best I have worked with - they are extremely helpful and knowledgeable. I've really appreciate the help they have provided me through the years."

"I get someone on the phone, and they ALWAYS take ownership of the call, either by resolving the issue with me, or referring me to someone that can. The Bankruptcy Court is the best court to interact with and practice in. Please do your best to be certain this never changes. Other courts are unhelpful and irritable. I love BK court."

#### Q1 Which category best describes your role with the bankruptcy court?

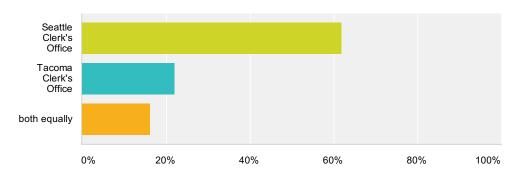
Answered: 356 Skipped: 16



Answer Choices	Responses	
attorneyI consider myself primarily a bankruptcy practitioner	27.53%	98
attorneyI consider myself primarily a state law practitioner who appears occasionally in bankruptcy court	28.37%	101
support staff for a bankruptcy practitioner	37.36%	133
petition preparer	0.84%	3
debtor	1.12%	4
creditor	2.53%	9
US Trustee; trustee; or support staff for the US Trustee or a trustee	2.25%	8
Total		356

### Q2 Do you interact most frequently with the Seattle Clerk's Office, the Tacoma Clerk's Office or both equally?

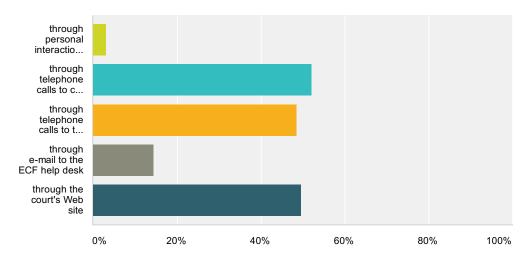
Answered: 364 Skipped: 8



Answer Choices	Responses
Seattle Clerk's Office	<b>61.81%</b> 225
Tacoma Clerk's Office	<b>21.98%</b> 80
both equally	<b>16.21%</b> 59
Total	364

### Q3 Which of the following best describes how you interact with the bankruptcy court? (Please check those that you use the most.)

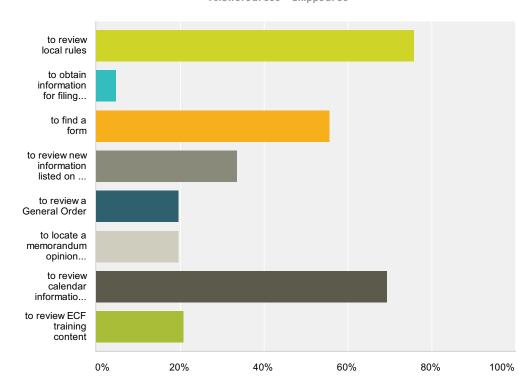
Answered: 355 Skipped: 17



Answer Choices	Responses	
through personal interaction at the front counter in the Clerk's Office	3.10%	11
through telephone calls to case managers or court services clerks	52.11%	185
through telephone calls to the ECF help desk	48.45%	172
through e-mail to the ECF help desk	14.37%	51
through the court's Web site	49.58%	176
Total Respondents: 355		

#### Q4 What are the main reasons you typically visit the court's Web site? (Please check all that apply.)

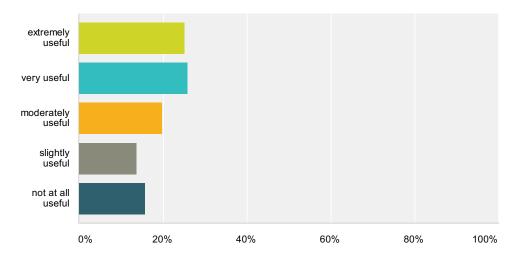
Answered: 336 Skipped: 36



Answer Choices	Responses	
o review local rules	75.89%	255
o obtain information for filing without an attorney	4.76%	16
o find a form	55.65%	187
o review new information listed on the home page	33.63%	113
o review a General Order	19.64%	66
o locate a memorandum opinion issued by a local judge	19.64%	66
o review calendar information for a particular judge	69.35%	233
o review ECF training content	20.83%	70

# Q5 If you practice in a jurisdiction where digital audio recordings of hearings are posted directly to the case docket, do you find these recordings useful?

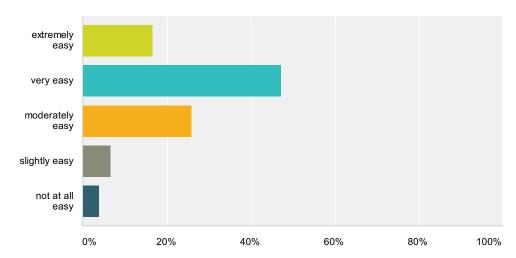
Answered: 147 Skipped: 225



Answer Choices	Responses	
extremely useful	25.17%	37
very useful	25.85%	38
moderately useful	19.73%	29
slightly useful	13.61%	20
not at all useful	15.65%	23
Total		147

#### Q6 How easy is it for you to find relevant ECF training lessons on the court's Web site?

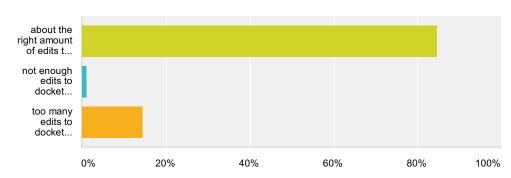
Answered: 290 Skipped: 82



Answer Choices	Responses	
extremely easy	16.55%	48
very easy	47.24%	137
moderately easy	25.86%	75
slightly easy	6.55%	19
not at all easy	3.79%	11
Total		290

# Q7 The court edits docket entries for a variety of reasons. Do you feel that the court makes about the right amount of edits to docket entries, not enough edits to docket entries, or too many edits to docket entries?

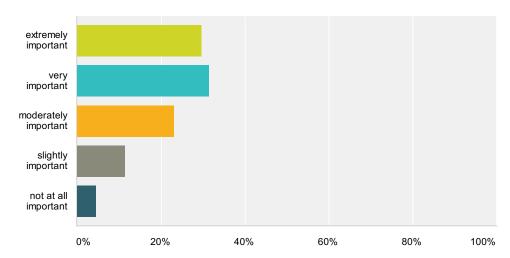
Answered: 306 Skipped: 66



Answer Choices	Responses	
about the right amount of edits to docket entries	84.64%	259
not enough edits to docket entries	0.98%	3
too many edits to docket entries	14.38%	44
Total		306

## Q8 Do you and/or your staff feel it is important to receive electronic notice whenever the court edits a docket entry?

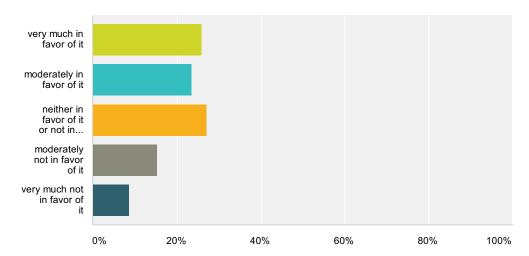
Answered: 334 Skipped: 38



Answer Choices	Responses	
extremely important	29.64%	99
very important	31.44%	105
moderately important	23.05%	77
slightly important	11.38%	38
not at all important	4.49%	15
Total	·	334

### Q9 What is your opinion of the court's use of text only docket entries (entries that do not include an underlying PDF document)?

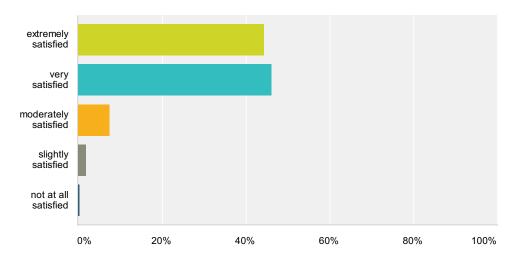
Answered: 329 Skipped: 43



Answer Choices	Responses	
very much in favor of it	25.84%	85
moderately in favor of it	23.40%	77
neither in favor of it or not in favor of it	27.05%	89
moderately not in favor of it	15.20%	50
very much not in favor of it	8.51%	28
Total		329

#### Q10 How would you describe your overall satisfaction with the customer service you receive from the Clerk's Office?

Answered: 334 Skipped: 38



Answer Choices	Responses	
extremely satisfied	44.31%	148
very satisfied	46.11%	154
moderately satisfied	7.49%	25
slightly satisfied	1.80%	6
not at all satisfied	0.30%	1
Total		334